ATTACHMENT B - <u>Contractor Personnel Qualifications</u>

The offeror shall submit resumes for only the Program Manager and Project Manager.

1. Program Manager

2. Project Manager

3. Subject Matter Expert

4. Senior Operating Systems Software Analyst/Programmer (Task Leader)

5. Senior Network Engineer

6. Network Engineer

7. Production Control Supervisor/Task Leader

8. Telecommunications Analyst

9. Telecommunications Specialist

10. Quality Assurance Specialist

11. Programmer/System Analyst

12. Senior Telecommunications Network Engineer

13. System Administrator

14. Software Specialist

15. Network Technician

16. Hardware Specialist

17. Hardware Maintenance Specialist

18. Hardware/Software Installation Technician

19. Wiring Installation Technician

20. Technical Writer

21. Automated Information Systems (AIS) Specialist

The resumes shall include current and prior experience as it relates to the task in Section 4.0 and must be in sufficient detail to substantiate personnel qualifications. Each resume must be certified that it is valid and relevant to the proposed contract by signature of the employee and an authorized official of the offer's firm.

The Program Manager must meet both the experience and education requirements. For the remaining labor categories, substitution of formal education for experience is described under each category. The senior person on each task order will fulfill the duties normally performed by the Project Manager. For all positions, the total number of year's experience required is defined under General Experience. Specialized Experience is assumed to be a part of, not in addition to, the number of years under General Experience. In other works, the requirements should never be added together.

For the remaining personnel labor categories, the substitution is described as follows: A Ph.D. in Computer Science, Mathematics, Information Systems, Engineering, Accounting, Finance, or other related scientific, professional or technical discipline will be considered equivalent to two years specialized experience and three years general experience. A Masters degree in any of the above disciplines will be considered equivalent to one year specialized experience and three years general experience. A Bachelor's degree in any of the above disciplines will be considered equivalent to three years general experience. As Associate of Arts degree in any of the above disciplines will be considered equivalent to one and half years of general experience.

1. Program Manager

Education: BA or BS degree in any field.

General Experience: Must have twelve (12) years of ADP experience to include at least eight years of ADP software management experience.

Specialized Experience: At least seven (7) years of direct supervision of ADP software development and/or maintenance projects. Must be capable of leading projects that involve the successful management of teams composed of data processing and other information professionals that have been involved in analysis, design, integration, testing, documenting, converting, extending and implementing automated information systems. Must have proven skills that are specified in the delivery order to be managed.

Duties: Performs day-to-day management of overall contract support operations, possible involving multiple projects and groups of personnel at multiple locations. Organizes, directs, and coordinates planning and production of all contract support activities. Demonstrates writing and oral communications skills. Establishes and alters (as necessary) corporate management structure to direct effective contract support activities. Must be capable of negotiating and making binding decision for the company.

2. Project Manager

Education: BA or BS degree in any field.

General Experience: Must have ten (10) years of ADP experience to include at least five years of ADP software management experience.

Specialized Experience: At lease five (5) years of direct supervision of ADP software development and/or maintenance of project.
Duties: Performs day-to-day management of assigned task orders projects that involve teams of data processing and other information systems/management professionals who have previously been involved in analyzing, designing, integrating, testing, documenting, converting, extending and implementing automated information systems. Demonstrates proven skills in those technical areas addressed by the task order to be managed. Organizes,

directs and coordinates planning and production of all activities associated with assigned delivery order projects. Demonstrates writing and oral communications skills.

3. Subject Matter Expert I

Education: BA or BS degree in any field.

General Experience: Must have 8 years of experience in the ADP field.

Specialized Experience: At least 5 years of combined new and related older technical experience in the ADP field directly related to the required area of expertise.

Duties: Develops requirements from a project's inception to its conclusion in the subject matter area for simple to moderately complex systems. Assists other senior consultants with analysis and evaluation and with the preparation of recommendations from system improvement, optimization, development, and/or maintenance efforts I the following specialties; information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; life-cycle management; software development methodologies; and modeling and simulation.

4. Senior Operating Systems Software Analyst/Programmer (Task Leader)

Education: Must be a high school graduate or equivalent. Substitutions directly related college-level studies may be substituted for general experience (unless otherwise indicated in the skill category description) at a rate of one (1) year of study for six (6) months of experience. No more than four (4) years of study may be substituted for experience

General Experience: Six (6) years experience in operating systems programming and/or analysis.

Specialized Experience: Three (3) years experience working independently on highly complex operating systems analysis/programming projects using programming languages.

Task Leader: Must have twelve (12) months experience in supervision/management of ADP Support Activities.

Duties: Install, generate, maintain, test and debug system software programs, develop instructions for use of operating system software, and modify/maintain system software packages via releases and utilities from manufacturers. Evaluates existing operating systems software and recommends changes. Optimizes systems software performance. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, networks, CAD or GIS system software, or mathematical/scientific software packages. Engineers highly complex software such as may relate directly to operating systems, their performance, or devices controlled.

Prepare and edit FIP documentation incorporating information provided by user, specialist, analyst, programmer, and operations personnel. Interpret technical documentation standards and preparation of documentation according to supplied standards. Other duties may include writing, editing, and/or graphic presentation of technical information for both technical and non-technical personnel.

5. Senior Network Engineer

Education: Bachelor's degree from an accredited school in Electrical Engineering, Computer Engineering, Computer Science, Computer Technology, Electronic Technology, or Information Systems.

General Experience: In lieu of the above for education must have seven (7) years if experience in the analysis of alternative approaches in network system design, methods of advising management concerning major aspects of network systems design. Evaluation of systems interrelationships between operating systems, system software, equipment configurations, and telecommunication requirements.

Specialized Experience: five (5) years of experience in the analysis of alternative approaches in network system design, methods of advising management concerning major aspects of network system design.

Supervisory: If proposed as a Task Leader, twelve (12) months experience in supervision/management of ADP Support Activities.

6. Network Engineer

Education: A Bachelor's degree from an accredited school in Electrical Engineering, Computer Engineering, Computer Science, Computer Technology, Electronic Technology, or Information Systems.

General Experience: In lieu of the above for education must have five (5) years experience installing, configuring, and supporting the network infrastructure including hardware, software, cable, and telecommunications lines, and other telecommunications components.

Specialized Experience: Three (3) years experience installing, configuring, and supporting the network infrastructure including hardware, software, cable, telecommunications lines, and other telecommunications components.

FIP/Networking skills: Personnel assigned to this task should have knowledge of TCP/IP, X.25, Ethernet, Novell 4.X, Unix, Windows NT, Internet, and asynchronous communications. An understanding of the FTS2000 and GOSIP communications is also required. All new contractors assigned to this work are required to be **Certified Network Associate** (CNAs) for Novell skill sets and Microsoft MSCE for Windows NT.

Functional Skills/Subject Matter: Personnel assigned to this task will be capable of producing publishable documents that are highly technical in nature. Documents will be produced from information derived from hand written lab notes and verbal communications. This will require basic understanding of networking concepts and terminology. An ability to write for varying levels of reader expertise is required.

Hardware/Languages: The hardware/language configurations used in this task are Unix (SCO, System 5,BSD); Intel Pentium, Pentium II, Zeon Pentium, and Pentium III Servers – Novel Netware 4.X, Windows 9X, Windows NT 4.X or current, Asynchronous Communications Servers, Remote Access Servers, workstations – MS-DOS, MS Windows, 'C', Perl, and VB.

7. **Production Control Supervisor/Task Leader**:

Education: Must be a high school graduate or equivalent. Directly related technical education/training may be substituted on the basis of one (1) month of training for one (1) month of general experience not to exceed twelve (12) months. No further substitution of education for experience is permitted.

General Experience: Four (4) years experience in ADP systems analysis/programming, ADP operations, and production control/support activities.

Specialized/Supervisory Experience: Two (2) years in supervising personnel in an ADP scheduling/production control/support environment or equivalent ADP support function.

Duties: Responsible for all production activities which may include, but are not limited to scheduling, JCL setup, data entry, data control, computer data library and operations documentation. Monitor and improve production procedures. Receive and review input and output data (grid sheets, scanner documents, paper tapes, and electronic media). Maintain and revise lists. Control records and source data used in the preparation of recurring reports and records.

Code source data and list according to prescribed code designations. Investigate and correct problems causing incorrect input or output. Assign personnel to the various support operations and directs their activities; review and evaluate their work and prepare performance reports. Prepare activity and progress reports regarding the production support activities.

8. **Telecommunication Analyst**

Education: BA or BS degree in any field.

General Experience: Must have four (4) years of telecommunications analysis experience involving requirements definition, identification and analysis of alternative designs, and acquisition support involving telecommunications systems and/or services.

Specialized Experience: At least 2 years of experience that demonstrates ability to analyze, design, and develop telecommunications solutions and applications for business practices. Specialized experience may also include all center design and implementation, and assessing telecommunications and IT systems for call center operations.

Duties: Must be able to understand government business practices and identify telecommunications support requirements. Identifies potential problems and solutions through analysis identifying recommended solutions. Incumbent must be able to work with functional specialists, automation specialists, contractors, vendors, and customers to effectively automate the customers requirements into an automated applications. Acts as a focal point for coordinating all disciplines in the recommended solution. Must be able to define state-of-the art telecommunications alternatives for call enters that will effectively automate customer service operations in government business environments.

Specific Expertise:

FIP/Networking skills: Personnel assigned to this task should have knowledge of TCP/IP, X.25, Ethernet, Novell 4.X, Unix, Windows NT, Internet, and asynchronous communications. An understanding of the FTS2000 and GOSIP communications is also required. All new contractors assigned to this work are required to be Certified Network Engineers (CNEs) for Novell skill sets and Microsoft MSCE for Windows NT.

Functional Skills/Subject Matter: Personnel assigned to this task will be capable of producing publishable documents that are highly technical in nature. Documents will be produced from information derived from hand written lab notes and verbal communications. This will require basic understanding of networking concepts and terminology. An ability to write for varying levels of reader expertise is required.

Hardware/Languages: The hardware/language configurations used in this task are Unix (SCO, System 5,BSD); Intel Pentium, Pentium II, Zeon Pentium, and Pentium III Servers – Novel Netware 4.X, Windows 9X, Windows NT 4.X or current,

Asynchronous Communications Servers, Remote Access Servers, workstations – MS-DOS, MS Windows, 'C', Perl, and VB.

9. Telecommunications Specialist

Education: A Bachelor's degree from an accredited school in Electrical Engineering, Computer Engineering, Computer Science, Electronic Technology, or Information Systems.

General Experience: In lieu of the above for education. Six years experience in designing, documenting and developing computer communications and networks with one year of experience with communication software implementation, installation, testing and performance, evaluation in a LAN/WAN environment.

Specialized Experience: Four (4) years experience in designing, documenting and developing computer communications and networks and one (1) year of experience with communications software implementation, installation, testing and performance evaluation in a LAN/WAN environment.

10. Quality Assurance Specialist

Education: A Bachelor's degree from an accredited School in Business Administration, Business Management, Computer Systems Applications, Computer Technology, Electronic Technology, Finance, Accounting, Information Systems, or Management Studies.

General Experience: In lieu of the above for education, must have seven (7) years of computer equipment validation and testing experience, with a minimum of one year of experience evaluating and verifying local and wide area networks.

Specialized Experience: Five years of computer equipment validation and testing experience, with a minimum of one year of experience evaluating and verifying local and wide area networks.

11. Programmer/System Analyst

Education: Associates degree from an accredited school in Business Administration, Business Management, Computer Application, Computer Engineering, Computer Science,

Computer Systems Applications, Computer Technology, Electronic Technology, Finance, Accounting, Information Systems, or Management Studies.

General Experience: In lieu of the above for education must have seven (7) years experience in application program development, testing and implementation and two years experience in software development in a LAN and mid-tier environment.

Specialized Experience: Five years experience in application program development, testing, and implementation and two years experience in software development in a LAN and mid-tier environment.

12. **Senior Telecommunications Network Engineer**

Education: BA or BS degree in any field

General Experience: Must have twelve (12) years of ADP experience, including at least eight (8) years of ADP and/or telecommunications system management experience.

Specialized Experience: Eight (8) years of direct supervision of ADP software development, integration, maintenance projects, and/or telecommunications systems. Must be capable of leading projects that involve the successful management of teams composed of data processing and other information management professionals who have been involved in analysis, design, integration, testing, documenting, converting, extending, and implementing automated information and/or telecommunications systems.

Duties: Performs day-to-day management of overall contract support operations, possibly involving multiple projects and groups of personnel at multiple locations. Organizes, direct, and coordinates the planning and production of all contract support activities. Demonstrates written and oral communication skills. Establishes and alters (as necessary) corporate management structure to direct effective contract support activities.

13. **System Administrator**

Education: Associates degree from an accredited school in Business Administration, Business Management, Computer Applications, Computer Engineering, Computer Science,

Computer Systems Applications, Computer Technology, Electronic Technology, Finance, Accounting, Information Systems, or Management Studies.

General Experience: In lieu of the above education, must have five (5) years of experience with local area network administration and one (1) year specialized experience with the specific network operation system, hardware and software to be supported.

Specialized Experience: Three (3) years of experience with local area network administration and one (1) year specialized experience with the specific network operating system, hardware, software to be supported.

14. **Software Specialist**

Education: Bachelor's degree from an accredited school in Business Administration, Business Management, Computer System Applications, Computer Engineering, Computer Science, Finance, Accounting, Information Systems, or Management Studies.

General Experience: In lieu of the above for education must have five (5) years computer equipment configuration and installation experience, with a minimum of one year configuring, installing and maintaining a wide array of network and end-user software packages in a LAN/WAN environment.

Specialized Experience: One (1) year of configuring, installing, and maintaining a wide array of network and end-user software packages in a LAN/WAN environment.

15. **Network Technician**

Education: Associate's degree from an accredited school in Electrical Engineering, Computer Engineering, Computer Science, Computer Technology, Electronic Technology, or Information Systems.

General Experience: In lieu of the above for education four (4) years of experience in installing, configuring, and supporting the network infrastructure including hardware, software, cable, telecommunications lines, and other telecommunications components.

16. Hardware Specialist

<u>Education:</u> Associate's degree from an accredited school in Electronic Technology, Computer Engineering, Information Systems, Computer Technology, or Computer Science.

<u>General Experience:</u> In lieu of the above for education, must have seven (7) years computer equipment configuration and installation experience, with a minimum of one (1) year of configuring, installing and maintaining a wide array of computing and communication devices in a LAN/WAN environment.

<u>Specialized Experience:</u> Five (5) years computer equipment configuration and installation experience, with a minimum of one (1) year of configuring, installing, and maintaining a wide array of computing and communication devices in a LAN/WAN environment.

17. Hardware Maintenance Specialist

<u>Education:</u> High school or technical diploma

<u>General Experience:</u> Five (5) years of computer equipment installation and maintenance experience with a minimum of one (1) year of installing and maintaining computer network components.

18. Hardware/Software Installation Technician

<u>Education:</u> High school or technical diploma.

<u>General Experience:</u> Two (2) years of computer equipment installation and workstation software installation and configuration experience with a minimum of one (1) year of installing computer network components and installing and configuring commercial off-the-shelf office automation software package.

19. Wiring Installation Technician

<u>Education:</u> High school or technical diploma

<u>General Experience:</u> Two (2) years of computer network cable plant and telecommunications equipment installation.

20. Technical Writer

<u>Education</u>: Associates degree from an accredited school in English, Journalism, or Technical Writing

<u>General Experience</u>: In lieu of the above for education, six (6) years of general experience in technical writing in the technical, procedural or instructional fields including two (2) years of experience in writing technical documents dealing with computer network.

21. Automated Information Systems (AIS) Specialist

<u>Education</u>: A diploma from an accredited high school. Substitutions: Directly related college-level study must be substituted for general experience (unless otherwise indicated in the skill category description) at a rate of one (1) year of study for six (6) months of experience. No more than four (4) years of study may be substituted for experience.

<u>General Experience</u>: Seven (7) years of intensive and progressive experience in performing computer programming and systems analysis in broad based ADP business setting including system level analysis, design, development and implementation contemporary computer hardware and programming languages.

<u>Specialized Experience</u>: Three (3) years within the last seven (7) calendar years of intensive and progressive experience in independent or supervisory performance on substantive ADP projects. Three (3) of the seven (7) years must reflect current technologies and have occurred within the last five (5) calendar years.

<u>Supervisory</u>: The Task Leader must have twelve (12) months experience in supervision/management of ADP Support Activities. The task leader must be committed to work on-site for six (6) months without substitution.

<u>Duties</u>: Performs high-level systems analysis evaluation, design, integration, programming, documentation and implementation of very complex applications that require a thorough knowledge of administrative, business and related ADP systems concepts for effective implementation. Directs and participates in all phases of software development with emphasis on planning, analysis, evaluation, integration, testing and acceptance phases. Applies higher level

business or date manipulation principles and methods to very difficult technical problems. Designs and prepares technical reports and related documentation.